

# **APPENDIXES**

**Appendix 1 - Relocation Services Request Form**

**Appendix 2 - Instructions to Complete Form**

**Appendix 3 - Listing Addendum (Exclusion Clause)**

**Appendix 4 - Property Condition Disclosure Form**

**Appendix 5 - Criteria for Appraiser Selection/Appraiser Interview Form**

**Appendix 6 - Market Approach Appraisal Form (MAAF)**

**Appendix 7 - Home Marketing Tips**

**Appendix 8 - Employee Relocation Council (ERC) 11-Point Program for  
Amended Value Option**

**Appendix 9 - Defense National Relocation Program Evaluation Form**

**Appendix 10- Glossary**

**\*\*\*Appendixes 1, 3, 4, 6 And 9 Are Perforated For Your Convenience.**

## RELOCATION SERVICES REQUEST FORM

**PRIVACY ACT NOTICE:** Under the provisions of Chapter 57, Title 5 U.S.C., the information requested on this form is required to provide relocation services to you in connection with your permanent change of station (PCS). Failure to fully complete and return this form may preclude or delay your use of these services.

### 1. EMPLOYEE IDENTIFICATION

a. Employee's Name: \_\_\_\_\_  
Spouse: \_\_\_\_\_

b. Telephone Numbers: COMMERCIAL ONLY!!!

(1) Old Duty # - Work: ( ) \_\_\_\_\_

Home: ( ) \_\_\_\_\_

(2) New Duty # - Work: ( ) \_\_\_\_\_

Home: ( ) \_\_\_\_\_

### 2. RELOCATION REQUIREMENTS (FEE-PAID ONLY)

a. \_\_\_\_\_ Homesale  
b. \_\_\_\_\_ Property Management

### 3. RESIDENTIAL HOMESALE PROPERTY INFORMATION

a. Property to be sold (Street Address): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

b. Estimated value of the residence: \_\_\_\_\_

c. Subject property is owned by myself and/or eligible dependent(s) at the time of my official notification of transfer. \_\_\_\_\_ Yes \_\_\_\_\_ No

d. The subject property is my primary residence from which I regularly commuted at the time of my official notification of transfer. \_\_\_\_\_ Yes \_\_\_\_\_ No

I CERTIFY THAT THESE STATEMENTS ARE TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE.

EMPLOYEE'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

### FOR HRO USE ONLY - DO NOT WRITE BELOW THIS LINE

\_\_\_\_\_ ARMY \_\_\_\_\_ NAVY \_\_\_\_\_ AIR FORCE \_\_\_\_\_ DOD

1. Agency Name: \_\_\_\_\_ 2. CPO Code: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ 3. CPO Point of Contact: \_\_\_\_\_  
COM ( ) \_\_\_\_\_  
FAX ( ) \_\_\_\_\_

4. Eligibility Category (DA Only) \_\_\_\_\_ SES \_\_\_\_\_ MM \_\_\_\_\_ MDM \_\_\_\_\_ LC

5. Estimated House Value \$ \_\_\_\_\_ x \_\_\_\_\_ % = \$ \_\_\_\_\_ estimated amount obligated for Relocation Services.

\_\_\_\_\_  
AUTHORIZED HRO SIGNATURE

\_\_\_\_\_  
DATE

### FINANCIAL INFORMATION - DO NOT WRITE BELOW THIS LINE

I CERTIFY THAT FUNDS IN THE AMOUNT OF \$ \_\_\_\_\_ ARE AVAILABLE.

\_\_\_\_\_  
CERTIFYING OFFICIAL'S SIGNATURE

\_\_\_\_\_  
DATE

\*The NRPO will process an SF 1080 for the \$ \_\_\_\_\_ administrative fee.

1. Fund Citations:

Contract Services: \_\_\_\_\_

\*Administrative Fee (SF 1080): \_\_\_\_\_

2. Finance & Accounting Office (FAO) to be billed:

3. FAO Point of Contact:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ COM ( ) \_\_\_\_\_  
FAX ( ) \_\_\_\_\_

## **INSTRUCTIONS TO COMPLETE THE RELOCATION SERVICES REQUEST FORM**

### **1. EMPLOYEE IDENTIFICATION**

A. Employee's Name: \_\_\_\_\_ Spouse: \_\_\_\_\_

Employee's name must be legible (type or print clearly).

B. Telephone Numbers (Commercial Only)

We need current telephone numbers as well as the telephone numbers at your new duty station. **THESE MUST BE COMMERCIAL NUMBERS.** Neither ARMC nor the NRPO will be able to reach you if you give us AUTOVON, DSN or FTS numbers. Telephone numbers must be legible so that they will be clear when faxed.

C. Current Home Mailing Address:

Address where you receive mail at the time you complete this form.

### **2. RELOCATION REQUIREMENTS FOR:**

A. Homesale

ARMC will offer to purchase your eligible residence, if it meets the program's requirements, at the old duty station at current market value based on the average of two appraisals.

B. Property Management

If your transfer is a temporary assignment, or you expect to return to your current duty station, property management will enable you to rent your home and return to it at the end of your assignment. (Limit of two (2) years paid by the Government.)

### **3. RESIDENTIAL HOMESALE PROPERTY INFORMATION**

A. Property to be Sold:

To be eligible for GHS the property must be your primary residence from which you commuted on a regular basis at the time you were notified of your transfer.

B. Estimated Value of the Residence?

Your own best estimate of the value of your residence. This estimate is used to determine the funds obligated by the Government for contract payment.

- 
- C. Subject property is owned by myself and/or eligible dependent(s) at the time of my official notification of transfer. Answer yes or no.

If any part of the home is owned by any person other than the employee and eligible dependent(s) (including but not limited to divorced or separated spouse) at the time of notification of transfer, the GHS fee will be pro-rata.

## LISTING ADDENDUM (Exclusion Clause)

---

**About the Form**

This form is a legally binding document which attaches two exclusions to the Listing Agreement which you sign with your broker/agent.

**You are to sign where indicated on the form.** Your listing agent will complete the Listing Firm section and sign where indicated at the bottom of the form.

---

**Property Address**

This addendum to be part of Listing Agreement for the sale of:

\_\_\_\_\_  
(Property Address)

The Listing Agreement is subject to the following provisions. It is understood and agreed that regardless of whether or not an offer is presented by a ready, willing and able buyer, the Seller(s) hereby reserve(s) the right to:

1. sell the Property directly to Associates Relocation Management Company, Inc., or a designated affiliate ("ARMC") at any time, and in such event, to cancel this listing agreement with no obligation for a commission or continuation of listing thereafter; or
  2. turn over an acceptable written offer hereunder to Associates Relocation Management Company, Inc. for closing and payment of commission which shall be deemed earned and payable only upon closing of title, in accordance with the terms thereof.
- 

**Signature(s)**

It is understood that this Addendum constitutes and become a part of the Listing Agreement.

Listing Firm:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Seller

\_\_\_\_\_  
Seller

\_\_\_\_\_  
Date

\_\_\_\_\_  
Broker/Agent

---

**Return Signed  
Copy To:**

Associates Relocation Management Company, Inc.  
1325 G. Street NW  
Suite 600  
Washington, DC 20005

Attn: \_\_\_\_\_

---

## PROPERTY CONDITION DISCLOSURE STATEMENT

---

**About the Form**

This form is your confirmation to the Buyer (ARMC or the purchaser if a higher offer) that items in and of the home are in proper working order. If they are not, you must indicate that fact on the form. This disclosure statement also gives you the opportunity to identify "hidden features" of the home - items which the buyer may may not have noticed in the initial viewing.

---

**Personal and  
Property  
Information**

(Please enter your name and address.)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

---

**Item Identification**

Place a check mark in the box to the left of the items listed below which you have in your home.

- ☐ Range
- ☐ Oven
- ☐ Microwave
- ☐ Dishwasher
- ☐ Trash Compactor
- ☐ Garbage Disposal
- ☐ Washer/Dryer Hookups
- ☐ Window Screens
- ☐ Rain Gutters
- ☐ Burglar Alarms
- ☐ Smoke Detector(s)
- ☐ Fire Alarm
- ☐ TV Antenna
- ☐ Satellite Dish
- ☐ Intercom
- ☐ Central Heating
- ☐ Central Air Conditioning

**Garage:**

- ☐ Attached
- ☐ Detached
- ☐ Carport

**Water Heater:**

- ☐ Gas
- ☐ Solar
- ☐ Electric
- ☐ Evaporator Cooler(s)
- ☐ Wall/Window Air Conditioning
- ☐ Sprinklers
- ☐ Public Sewer System
- ☐ Septic Tank
- ☐ Sump Pump
- ☐ Water Softener
- ☐ Patio/Decking
- ☐ Built-In-Barbecue
- ☐ Gazebo
- ☐ Sauna
- ☐ Pool
- ☐ Spa
- ☐ Hot Tub
- ☐ Security Gate(s)
- ☐ Garage Door Opener(s)
- Number of Controls \_\_\_\_\_

**Pool/Spa Heater**

- ☐ Gas
- ☐ Solar
- ☐ Electric

**Water Supply:**

- ☐ City
- ☐ Well
- ☐ Private Utility
- ☐ Suitable for Drinking
- ☐ Other: \_\_\_\_\_

- ☐ Exhaust Fan(s)

Location \_\_\_\_\_  
(usually in the bathrooms and in the kitchen)

- ☐ 220-Volt Wiring

Location \_\_\_\_\_  
(usually in the laundry room for the dryer hookup and/or in the kitchen for the range.)

- ☐ Fireplace(s)

Location \_\_\_\_\_  
Circle correct response: Wood-Burning    Decorative    Gas

- ☐ Gas Hookup

Location \_\_\_\_\_  
(usually in the laundry room for the dryer)

---

---

## PROPERTY CONDITION DISCLOSURE STATEMENT (Con't)

---

What kind of roof is on the home?

☐ Wood Shingle

☐ Composition

☐ Slate

☐ Other (Specify) \_\_\_\_\_

Approximately how old is the roof? \_\_\_\_\_

To the best of your knowledge, are any of the items listed above not in operable condition?

☐ Yes

☐ No

If yes, describe: \_\_\_\_\_

**Condition  
of the  
Home**

Are you aware of any defects/malfunctions in any of the following items?

Interior Walls

☐ Yes

☐ No

Ceilings

☐ Yes

☐ No

Floors

☐ Yes

☐ No

Exterior Walls

☐ Yes

☐ No

Roof

☐ Yes

☐ No

Windows

☐ Yes

☐ No

Doors

☐ Yes

☐ No

Foundation

☐ Yes

☐ No

Slab(s)

☐ Yes

☐ No

Driveways

☐ Yes

☐ No

Sidewalks

☐ Yes

☐ No

Walls/Fences

☐ Yes

☐ No

Electrical Systems

☐ Yes

☐ No

Plumbing/Sewers/Septic

☐ Yes

☐ No

Other Structural Components

☐ Yes

☐ No

Describe: \_\_\_\_\_

If you checked "yes" to any of the boxes above, use the following blanks to explain the defect/malfunction. (Attach additional sheets if necessary.)

---

---

---

---

Are you aware of any conditions which could affect the value or desirability of the property? Place a check mark in the box to the left of Yes or No to answer the following questions.

Common walls, fences and driveways?

☐ Yes

☐ No

Any encroachments or easements?

☐ Yes

☐ No

Any additions, structural modifications, repairs, or other alterations made to the property without necessary permits or that are not in compliance with government codes?

☐ Yes

☐ No

Room additions, structural modifications, or any other alterations or repairs not in compliance with building codes?

☐ Yes

☐ No

---

## PROPERTY CONDITION DISCLOSURE STATEMENT (Con't)

---

Any cracks, tilting or settling of any walls, ceilings or floors? ☐ Yes ☐ No

Any flooding, leakage or dampness problems with the basement? ☐ Yes ☐ No

Landfill (compacted or otherwise) on the property or any portion thereof, settling, slippage, sliding, or other soil problems, flooding, drainage or grading problems?  
☐ Yes ☐ No

The property located in a flood plain or any existing condition that would prevent the buyer(s) from obtaining flood insurance on the property at standard rates? ☐ Yes ☐ No

Major damage to the property or any of the structures from fire, earthquake, floods, slides, etc., (past or present)? ☐ Yes ☐ No

Any zoning violations, nonconforming units, violation of "setback" requirements, etc.? ☐ Yes ☐ No

Neighborhood noise problems or other nuisances? ☐ Yes ☐ No

Homeowner Association obligations (dues, lawsuits, etc.), Covenants, Conditions and Restrictions or other deed restrictions or obligations? ☐ Yes ☐ No

Any "common area" problems? ☐ Yes ☐ No

Are any of the items left with the property leased? ☐ Yes ☐ No

Is the property located near any toxic/hazardous waste sites, junk yard, dump? ☐ Yes ☐ No

Are there any materials containing lead paint in the property? ☐ Yes ☐ No

Are there any other conditions not mentioned above which could affect the value of the home? ☐ Yes ☐ No

If the answer to any of the questions above was yes, please explain. (Attach additional sheets if necessary.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

---

This addendum constitutes and becomes a part of the Homesale Agreement between me (us) and ARMC. I (we) certify that the information herein is true and correct to the best of my (our) knowledge as of the date indicated below. Further, I (we) hereby authorize you (ARMC), as my (our) agent and any subagents appointed by ARMC, to disclose the information above or to provide this addendum to prospective purchasers.

Signatures(s)

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Spouse or Co-owner (if applicable)

\_\_\_\_\_  
Date

---

## **CRITERIA FOR SELECTING YOUR APPRAISERS**

To qualify for the assignment of appraising your home, appraisers must satisfy the following criteria:

- Be a member in good standing of one of the following accredited appraisal organizations, associations or societies, and otherwise meet federal and state appraiser licensing requirements:

- The Appraisal Institute (former American Institute of Real Estate Appraisers and former Society of Real Estate Appraisers)
- American Association of Certified Appraisers
- American Society of Appraisers
- National Association of Independent Fee Appraisers
- National Association of Master Appraisers
- National Association of Real Estate Appraising
- National Society of Fee Appraisers
- National Association of Review Appraisers and Mortgage Underwriters
- American Society of Farm Managers and Rural Appraisers
- National Society of Real Estate Appraisers
- Relocation Appraisers Consortium

(In the event that a property is located in a rural area that is not serviced by a member of one of these accredited appraisal organizations, associations or societies, or licensed under federal and state licensing/certification requirements, ARMC will notify the DOD and obtain approval for selection of non-designated appraisers.)

- Conduct the appraisals in accordance with the standards of Appraisers Professional Practice and Conduct
- Derive his/her income primarily from single family residential appraising (not brokerage or commercial appraising)
- Recent experience and proven performance in most probable sales price appraising for relocation firms or corporations
- Familiarity with local market conditions in the area where the subject property is located
- Have no current or future interest in the subject property, or any connection to the property, nor have a relationship which would affect an objective evaluation in determining the most probable sales price
- Not be a Government employee
- Not have appraised the subject property within the past six (6) months
- Not be related to the employee or ARMC personnel by blood or marriage
- Not have a relationship with the employee or ARMC (either personal or business) which would affect the objectivity and/or independence of the Appraisal
- Have knowledge of and utilize Employee Relocation Council Appraisal form and guidelines
- Perform the service in a timely, cost-effective manner to enable ARMC to meet the contract time frames

- Not base his/her fee on a percentage of the appraised value of the property or contingent on the sale of the property

ARMC uses only those local appraisers who, having met these stringent requirements, also demonstrate a high degree of professionalism in researching and evaluating information in order to determine the most probable sales price. An appraiser is selected based on reputation, experience, and knowledge of the neighborhood, as well as prompt availability for each assignment.

From the list of six (6) appraisers provided by ARMC or those qualified by ARMC, you may select three (3) appraisers you wish to evaluate your home. ARMC will order appraisals from your top two (2) choices. Should a third appraisal be necessary, it will be requested from the third appraiser. You may request appraisers who are not on ARMC's list; however, ARMC must verify their qualifications to perform residential relocation appraising.

## APPRAISER INTERVIEW FORM

APPRAISER NAME \_\_\_\_\_

FIRM NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ PHONE(\_\_\_\_) \_\_\_\_\_

Are you familiar with my area? ☐ Yes ☐ No

Are you a Government Employee? ☐ Yes ☐ No

Have you appraised my home within the past six (6) months? ☐ Yes ☐ No

Have you worked with Associates Relocation Management Company, Inc. (ARMC) before? ☐ Yes ☐ No

Are you familiar with the Employee Relocation Council form? ☐ Yes ☐ No

Do you have any professional appraisal designations? ☐ Yes ☐ No

If so, are you a member in good standing of one of the following accredited appraisal organizations?

- ☐ The Appraisal Institute
- ☐ American Association of Certified Appraisers
- ☐ American Society of Appraisers
- ☐ National Association of Independent Fee Appraisers
- ☐ National Association of Master Appraisers
- ☐ National Association of Real Estate Appraising
- ☐ National Society of Fee Appraisers
- ☐ National Association of Review Appraisers and Mortgage Underwriters
- ☐ American Society of Farm Managers and Rural Appraisers
- ☐ National Society of Real Estate Appraisers
- ☐ Relocation Appraiser's Consortium

Is your primary source of income from appraising residential real estate? ☐ Yes ☐ No

Are you able to:

Meet my time frames for appraising my property? ☐ Yes ☐ No

Verbally report to ARMC within four (4) working days of the verbal order? ☐ Yes ☐ No

Send written report to ARMC within seven (7) working days of the original request by ARMC?  
☐ Yes ☐ No

Will you consider the comparable that I provide to you? ☐ Yes ☐ No

# MARKET APPROACH APPRAISAL FORM

Employee's Name: \_\_\_\_\_

SECTION I	RECENTLY SOLD PROPERTIES				CURRENT COMPARABLE LISTINGS				YOUR HOME
	#1	#2	#3	#4	#1	#2	#3	#4	
Address									
Distance from Present Home									
Style									
Square Feet									
Number of Rooms									
Bedrooms									
Baths									
Number of Living Areas									
Garage or Carport									
Lot Size									
Age									
Special Features									
Days on Market									
Original List Price									
List Price at Sale									--
Sales Price									--
Date of Sale									--
Terms of Sale									
Special Financing									

SECTION II. Assets of your home:

Liabilities of your home:

Economic conditions:

ARMC Representative: \_\_\_\_\_

Assisted by: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Individual: \_\_\_\_\_

Telephone: ( ) \_\_\_\_\_

684264 Rev. 5-91

WHITE -- APPRAISER #1 BLUE -- APPRAISER #2 YELLOW -- ARMC PINK -- EMPLOYEE

## HOME MARKETING TIPS

BEFORE YOU LIST YOUR HOME FOR SALE, BE SURE IT SHOWS TO YOUR BEST ADVANTAGE. THE FOLLOWING CHECKLIST SHOULD HELP YOU TO ENSURE YOUR HOME MAKES A GOOD IMPRESSION ON BUYERS.

- 1. The EXTERIOR of your property is the first thing a prospective buyer sees. Be sure the lawns are well trimmed, the garden is neat and the house projects a well-cared-for appearance. Put away toys and bicycles and keep the garage door closed.
- 2. WINDOWS should be cleaned and trimmed with your best curtains or drapes. Sparkling windows framed by colorful hangings make a house cheerful.
- 3. REDECORATE any part of your house that needs it.
- 4. The ENTRANCE into the house, whether an entry hall or a living room, is the initial introduction to your home and should be freshly painted and uncluttered.
- 5. A BASEMENT that is clean, dry and orderly allows the buyer to visualize how much space there actually is.
- 6. STAIRWAYS should be clear. Objects on any stairs are dangerous and present a crowded appearance.
- 7. BEDROOMS that are neat help sales. Use your best bedspreads and arrange dressers and table tops neatly.
- 8. CLOSETS look larger when they are well organized. If closets are overcrowded, the buyer may feel they are too small. Clean them out and store the out-of-season clothes in the attic or storage room.
- 9. LIGHT is important. Bright rooms are cheerful rooms to a prospective buyer. Lighten up a dark room with bright lamps and light-colored curtains.
- 10. BATHROOMS should sparkle (including the tile around the tub).
- 11. Have as few PEOPLE in the house as possible when it is being shown. This puts buyers at ease and gives them a chance to take in the advantages of the home without distractions.
- 12. PETS should be kept out of the way, preferably out of the house. Most people like animals but some are afraid of them.
- 13. The SALES AGENT should do all the talking to keep the buyer's attention and highlight the advantages of your property. Be polite but don't strike up a conversation with the buyer.
- 14. NEVER APOLOGIZE for the appearance or condition of your home -- it will only call attention to something that the buyer never would have noticed.
- 15. Any OBJECTIONS or remarks made about your property can be more easily overcome by the sales agent. Do not get involved.
- 16. SELL the house first before trying to sell any appliances, furniture or drapes. This detracts from the interest created in the house. If an item is desired by a customer, the sales agent will ask you about it.
- 17. For NIGHT appointments, turn on the porch lights and have whole house well lit throughout when the buyers arrive.
- 18. The KITCHEN should be especially clean and well maintained. In many households, this is the focal point for the family.
- 19. Unpleasant ODORS should be prevented in the kitchen, bathroom, closets and basements.
- 20. FIX dripping faucets and running toilets.

---

## **EMPLOYEE RELOCATION COUNCIL (ERC) 11-POINT PROGRAM FOR AMENDED VALUE OPTION**

1. Any employee wishing to take advantage of the Amended Value Option who lists his or her home with a real estate broker must include the Listing Addendum - Exclusion Clause (Appendix 3) in the listing agreement. The listing agreement is terminated upon the sale of the home to Associates Relocation Management Company, Inc. (ARMC).
2. Under no circumstances should an EMPLOYEE accept a downpayment from any potential buyer.
3. Under no circumstances should an EMPLOYEE sign an offer presented by any potential buyer.
4. EMPLOYEE enters into a binding "Contract of Sale" with ARMC.
5. After the execution of the Contract of Sale with ARMC and after EMPLOYEE has vacated the home, all of the burdens and benefits of ownership pass to ARMC.
6. The Contract of Sale between EMPLOYEE and ARMC at the higher price is unconditional and not contingent on any event, including the potential buyer obtaining a mortgage commitment.
7. Neither EMPLOYEE, nor DOD in the case of a relocation company transaction, exercises any discretion over the subsequent sale of the home by ARMC.
8. ARMC enters into a separate listing agreement with a real estate broker to assist with the resale of the property.
9. ARMC enters into a separate agreement to sell the home to a buyer.
10. ARMC arranges for the transfer of title to the buyer.
11. The purchase price eventually paid by the buyer has no effect on the purchase price paid to EMPLOYEE.

# DOD NATIONAL RELOCATION PROGRAM (DNRP) EVALUATION FORM

The National Relocation Program Office (NRPO) needs your experienced input in order to improve/update its future relocation services to Department of Defense civilian employees. Please fill out the following and return it to the U.S. Army Engineer District, Baltimore. Your response will be greatly appreciated.

	Excellent	Good	Needs Improvement	Not Applicable
<b>1. Please evaluate each DNRP service used.</b>				
a. Client Services Counseling	_____	_____	_____	_____
b. Guaranteed Homesale Service	_____	_____	_____	_____
c. Marketing Assistance	_____	_____	_____	_____
d. Amended Sale Program	_____	_____	_____	_____
e. Property Management Services	_____	_____	_____	_____
f. Destination Services	_____	_____	_____	_____
g. Mortgage Assistance	_____	_____	_____	_____
h. Equity Advance/Loan	_____	_____	_____	_____
<b>2. Please evaluate the DOD Civilian Employee Relocation Handbook.</b>				
_____	_____	_____	_____	_____
<b>3. Please evaluate the NRPO personnel in Baltimore. Were the personnel that you spoke to:</b>				
a. Helpful	_____	_____	_____	_____
b. Knowledgeable	_____	_____	_____	_____
c. Courteous	_____	_____	_____	_____
d. Responsive	_____	_____	_____	_____
e. Efficient	_____	_____	_____	_____
<b>YES                      NO</b>				
<b>4. Did you accept ARMC's Guaranteed Homesale Offer?</b>	_____	_____	_____	_____
<b>5. Did you purchase a new residence using Destination Services?</b>	_____	_____	_____	_____
<b>6. Did you use temporary quarters during your move? How long? _____</b>	_____	_____	_____	_____
<b>7. Did the use of the DNRP make your move easier?</b>	_____	_____	_____	_____

Transferee Name (Optional): \_\_\_\_\_  
 Old Duty Station: \_\_\_\_\_  
 New Duty Station: \_\_\_\_\_  
 Work Telephone Number: \_\_\_\_\_  
 Report Date: \_\_\_\_\_

.....

\*\*\*\* PLEASE USE THE REVERSE SIDE FOR YOUR COMMENTS AND SUGGESTIONS. PLEASE INDICATE IF THERE ARE ANY ITEMS IN THE HANDBOOK THAT NEED TO BE REVISED, CLARIFIED OR CHANGED.

### DNRP EVALUATION COMMENTS

\*\*\*\* Please use the space provided for your comments, suggested improvements and/or any handbook clarifications or changes needed.

[illegible]

---

## **GLOSSARY**

<b>Adjustment</b>	Increase or decrease in the market value of a comparable property to account for a feature that the property has or does not have, which sets it apart from other comparables or the subject property.
<b>ARMC</b>	Associates Relocation Management Company, Inc.
<b>BMA</b>	Broker Market Analysis
<b>BMO</b>	Broker Price Opinion
<b>CSC</b>	Client Services Counselor
<b>Comparables</b>	Properties that are compared to your property to aid in determining its current market value.
<b>CONUS</b>	Continental United States
<b>COR</b>	Contracting Officer's Representative
<b>DOD</b>	Department of Defense
<b>DSS</b>	Destination Services Specialist
<b>Dual Benefits</b>	Claiming reimbursement for the same services under PCS and Relocation Services.
<b>Equity</b>	The value of property beyond the total amount owed on it in mortgages, liens, etc.
<b>ERC</b>	Employee Relocation Counsel
<b>FAO</b>	Finance & Accounting Office
<b>FHA</b>	Federal Housing Administration
<b>GHS</b>	Guaranteed Homesale Service
<b>HRO</b>	Human Resources Office (Civilian Personnel Office)
<b>JTR</b>	Joint Travel Regulations
<b>LC</b>	Local Commander
<b>MSS</b>	Marketing Services Specialist

## **GLOSSARY (Cont)**

<b>NRPO</b>	<b>National Relocation Program Office</b>
<b>OCONUS</b>	<b>Outside Continental United States</b>
<b>PCS</b>	<b>Permanent Change of Station</b>
<b>POC</b>	<b>Point of Contact</b>
<b>Pro-Rata</b>	<b>Payment of Associates Relocation Management Company's invoice divided between the Government and employee in proportion to ownership or portion of the property covered.</b>
<b>RIF</b>	<b>Reduction in Force</b>
<b>RITA</b>	<b>Relocation Income Tax Allowance</b>
<b>USACE</b>	<b>U.S. Army Corps of Engineers</b>